THE MINISTER OF RAILWAYS (SHRI JANESHWAR MISHRA): (a) Platforms at 288 stations in the States of Rajasthan and Orissa do not have electricity and water supply facilities.

(b) As regards electrification, out of 194 stations where electricity is not available at present, 130 stations do not qualify for electrification as per norms. Work in this regard is in progress at 32 stations and 32 more stations will be electrified during the VIII plan. Further an action plan is already being implemented to remove all deficiencies, as per norms, in respect of other basic passenger amenities, including water supply by the end of 1990-91. A sum of Rs. 5. 54 crore has been earmarked for passenger amenity works in these two States. Adequate provisions will be made during VIII Plan for these two States out of the outlay to be finalised for the VIII Plan.

Grievances Cells in Railways

1040 SHRI R. T. GOPALAN; Will the Minister of RAILWAYS be pleased to state;

(a) the number of complants received by the 'Grievances Cell' set up by his Ministry at all zonal offices du-rinffig the current year so far, zone-wise;

(b) the number of complaints dealt with so far, zone wise;

(c) the nature of complaints in general; and

(d) whether Government have assessed that such complaints are contributing towards improvements in functioning of the Railways, and if so, in what manner?

THE MINISTER OF RAILWAYS (SHRI JANESHWAR MISHRA): (a) and (b) A statement showing the number of complaints received & dealt with from 1-1-90 to 30-11-90, zone wise, is attached. (See below)

(c) The complaints generally pertained to reservations & booking, loss of punctuality of trains, unauthorised entry of passengers in reserved coaches, improper behaviours of staff, mal-functioning of electrical equipments in coaches, unsatisfactory catering & vending services etc.

(d) These complaints are helping in dentify & rectifying vulnerable areas of working.

Statement

Numbers of Complaints received and dealt with from 1st January, 1990 to3o th November, 1990 zone wise'

Zone	No. of complaints reed, from 1-1-90 to 30-11-90	No. of complaints deal with from 1-1-90 to 30-11-90
Central	3800	3798
Eastern	1644	1644
Northern	5359	5358
N. E.	1862	1862
N. R	418	392
Southern	1705	1705
S. C.	1540	1540
S. E.	2921	2798
Western	2734	2734
TOTAL	21983	21, 831

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